

# **Training & Continuing Education Bulletin**

Orange County Health Care Agency Behavioral Health Services

February 2009

### **Upcoming Trainings**

#### March

Common Psychotropic Medications in a Residential Care Setting - Side Effects and Warning Signs

#### **MHSA Training Website**

BHS Training Website: http://www.ochealthinfo.com/ Behavioral/TrainingActivities

To register for all trainings please email to mtrainingprogram@ochca.com

If you have any questions or concerns, please call (714) 667-5600.

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**QRTIPS** 

# To register for trainings, please e-mail to mtrainingprogram@ochca.com

# Include the following information in your registration:

Training Name & Date
Your Name
License Type & License Number
Program Name & Service Chief or Program Manager

No phone registration

Please be sure you have received confirmation before attending training

# **Greetings From Our New Staff Members**

#### **Noshin Kohzad**

My name is Noshin Kohzad, and I'm a new Information Processing Specialist for the MHSA Training Program. In 2005 I worked volunteered with Public Health Community Nursing as an Information Processing Technician for 7 months. In 2006 I worked at Quest Diagnostics as a Specimen Processer in the lab department. I was hired as an Office Assistant with California Children's Service in 2006, and in 2007 I was promoted within the Medical Department as an Information Processing Specialist. In addition to English, I speak Farsi and Urdu languages.

#### Raul Loera

My name is Raul Loera; I have been with the county (HCA) for a little over a year. I started at CYS Costa Mesa in December of 2007 as an Office Technician. In June of 2008 I was promoted to Office Supervisor A and was assigned to work for the Family Health Clinic in Child Health and Immunizations. Due to the budget cuts I was transferred to the MHSA Training Program. I was very happy because I knew that there would be plenty of opportunities here. I am very excited to be here and also excited at the possibilities for growth. I am currently attending school at Santa Ana College in order to obtain the necessary credits for transfer to a Cal State school. I do have an interest in psychology and a greater interest in helping others, so this may be the best place to be. In the past I have worked for Orange County's United Way, Mission Hospital, and The WIC (Women Infants and Children) Nutrition Program. In the past I have also been a licensed real estate agent and recently completed a Fire Prevention Certification.

#### Minh L Nguyen

My name is Minh Nguyen. Due to the County budget cut I was reassigned to the MHSA Training Program as a new Office Technician. I have been working with HCA in Pulmonary Disease Services for 11 years, 10 years as an X-ray Technician and 1 year as a Medical Assistant. Prior to working for the County of Orange, I worked for 2 years with the Magnolia Imaging Medical Center. I have excellent interpersonal and organization skills and look forward to contributing to the MHSA Training Department.

# BHS MHSA Training Team

Casey Dorman, Ph. D. Admin. Manager II Training Coordinator

Joshua Taylor, Psy. D. Assistant Training Coordinator

Zanetta Moloi Program Supervisor

Richard Krzyzanowski Consumer Employee Advocate

Minh-Ha Pham Research Analyst III

Dung Le Mental Health Worker III

Joaquin Granado Mental Health Specialist

Shebuah Burke Educational Recruiter

**Guadalupe Montoya** Office Assistant

**Hiromi Williams** Information Processing Specialist

K. C. Pickering Service Chief I

Noshin Kohzad Information Processing Specialist

Minh Nguyen Office Technician

**Raul Loera** Office Supervisor A

Contact MHSA's Training Staff Main Line: (714) 667-5600 Fax: (714) 667-5612 mtrainingprogram@ochca.com

# **Working with Vietnamese Clients – A Family Member Perspective**

Presenters: George Nguyen, Chon Cao, and Daniel Vu

Moderator: Hanh D. Truong

**Date and Time:** February 5, 2009 from 9:00 a.m. to 12:00 p.m. **Location:** 600 W. Santa Ana Blvd., Rm 525, Santa Ana, CA 92701

Parking Fee: \$2 every 30 minutes, \$18/day maximum

# This MHSA funded training is highly encouraged

### **Description:**

Understanding cultural and family components that shape the individual's coping mechanism with stress is the critical factor in the development of culturally competent clinicians. Traditionally, the treatment of mental health issues has been primarily focused on the clinical aspect without much input from the family members and caregivers' cultural perspectives. This 3- hour training has been created to assist clinicians in recognizing and incorporating family members and caregivers' cultural perspectives into the course of treatment in order to facilitate meaningful treatment strategies that are both effective and culturally appropriate for Vietnamese American clients. Different cultural perspectives of mental health issues, treatment approaches, and coping strategies will be presented and discussed throughout this training session.

Participants in the training can expect to:

- 1. Identify the role of cultural influences on stress and the coping paradigm
- 2. Become familiar with cultural interpretation from a family member/caregiver's perspective.
- 3. Become familiar with collective coping strategies beyond a Western cultural perspective.
- 4. Consider incorporation of family members' cultural input into the treatment plan process as well as the course of treatment for Vietnamese American clients.

# About the presenters:

Mr. George Nguyen is the current President of the Orange County Association for Vietnamese Mental Health Awareness and Support, Inc. (OCAVMAS), a non-profit organization in Orange County serving Vietnamese clients and family members who are affected by mental health issues. Mr. Nguyen has been active in the Vietnamese community in Southern California over the past 10 years. He has worked with the Social Services Agency helping Vietnamese war veterans resettle in California and apply for social benefits. Mr. Nguyen also has a daughter who is currently receiving mental health services in Orange County. His daughter has been the main source of inspiration for him to form the association as well as outreaching and educating the community at large about mental health illness and how it affects families and communities as a whole.



Mr. Chon Cao is the current Vice-President of the OCAVMAS in Orange County. Mr. Cao is a Longevity Stick Master (Thầy dạy gậy dưỡng sinh). He has over 10 years of experience teaching Longevity Stick and relaxation techniques to help clients to exercise while coping with their stress and mental challenges. Mr. Cao has a son who has a long history of mental illness. His son is currently receiving mental health services in Orange County. Mr. Cao has much to offer in his wisdom and experiences on how to live with a family member who has a mental health condition. Mr. Cao is a respected member of his family and community. He has volunteered his time to teach Longevity Stick method and relaxation techniques in Southern California for many years for everyone, especially the older population and the culturally different.

Mr. Daniel Vu is a current member of the OCAVMAS in Orange County. Mr. Vu received his formal education from California State University, Long Beach. Thereafter, he has worked in the workforce as an engineer throughout his career. In his retirement, Mr. Vu volunteers his time to serve the Vietnamese community in different capacities including educating, outreaching, and advocating for mental health clients. Recently, Mr. Vu completed the Clinical Para-Professional training program offered by Pacific Clinics and went on to complete his internship with the Orange County Health Care Agency -Behavioral Health Services under Dr. Casey Dorman in the training department. In addition, Mr. Vu also completed the training program through NAMI of Orange County to be a trainer for the Family to Family program to care for mental health patients. Mr. Vu has a son who was diagnosed with a mental illness who is currently receiving services in Orange County. Mr. Daniel Vu, along with Mr. George Nguyen and Mr. Chon Cao, has appeared on multiple radio networks throughout Orange County to educate and outreach to the Vietnamese community about mental health issues and services.

3 continuing education credits have been approved for Psychologists, LCSWs, MFTs, and RNs.

The County of Orange Health Care Agency is an approved provider of continuing education credits for the California Board of Behavioral Sciences (provider no. PCE389). Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019 for 3 contacts hours, and is approved by the American Psychological Association to sponsor continuing education for psychologists. The Orange County Health Care Agency maintains responsibility for this program and its content.

# **Establishing Culturally Sensitive Professional and Supportive Relationship with Iranian Clients**

Presenter: Faye Hezar, Psy.D.

**Date and Time:** February 9, 2009 from 1:00 pm to 4:00 pm **Location:** 600 W. Santa Ana Blvd., Rm 525, Santa Ana, CA 92701

Parking Fee: \$2 every 30 minutes, \$18/day maximum

# This MHSA Funded Training is Highly Encouraged

Description: Cultural competence is a set of academic and interpersonal skills that allow an individual to increase their understanding and appreciation of cultural differences and similarities within, among and between groups. This 3 hour training has been designed to assist clinicians incorporate the cultural perspective into the course of treatment in order to facilitate mindful treatment that is both effective and culturally appropriate for Iranian American Clients.

#### Participants in the training can expect to:

- Become familiar and have an understanding of Iranian culture and traditions.
- Learn basic fundamental skills on engaging, building trust, and establishing relationships with Iranian clients.
- Apply treatment strategies that are relevant while culturally appropriate for this population.

About the presenter: Faye (Fariba) Hezar was born in Iran and graduated from high school in Iran prior to moving to the United States in 1978. She holds a doctorate in clinical psychology from American Behavioral Institute. Ms. Hezar completed her internship at the OMID Institute (a private practice facility in Irvine), IMCES Institute for multicultural counseling and educational services in Los Angeles and in various domestic violence shelters in Orange County. In addition, she is a certified instructor for parent-training classes for foster and adoptive parents. Dr. Hezar has been extremely active in both the Iranian and the American community. She is a founding board member of the Iranian Recovery Center, a non-profit organization, and has held positions as president, secretary and treasurer. Dr. Hezar is a member of the Iranian-American Psychological Association and the Orange County Psychological Association. She has organized and presented educational workshops on the topics of drug and alcohol addiction and prevention in the Iranian community. In addition, Dr. Hezar has translated various informational materials from English to Farsi in order to educate and assist the Farsi speaking population in the United States.

3 continuing education credits have been approved for Psychologists, LCSWs, MFTs, and RNs.

The County of Orange Health Care Agency is an approved provider of continuing education credits for the California Board of Behavioral Sciences (provider no. PCE389). Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019 for 3 contact hours, and is approved by the American Psychological Association to sponsor continuing education for psychologists. The Orange County Health Care Agency maintains responsibility for this program and its content.

# Early Interventions and Recovery for Persons with First-Episode Psychosis

**Presenter:** Alan Edwards, M.D., Medical Director Orange County Health Care

Agency, Behavioral Health Services

**Date and Time:** Monday, February 23, 2009 from 2:00 p.m. to 4:00 p.m. **Location:** 600 W. Santa Ana Blvd., Rm 525, Santa Ana, CA 92701

Parking Fee: \$2 every 30 minutes, \$18/day maximum

#### Participants can expect to learn:

- 1. Identification of persons at ultra-high risk (formerly, **prodromal** states)
- 2. Description of initial signs and symptoms of early psychosis
- 3. Evidence-based practice guidelines
- 4. Measurable outcomes for recovery
- 5. Interventions and Treatment options in client culture contexts and community mental health
- Sensitive and meaningful stance as care provider and delivering approach to mental health clients

2 continuing education credits have been approved for Psychologists, LCSWs, MFTs, and RNs.

The County of Orange Health Care Agency is an approved provider of continuing education credits for the California Board of Behavioral Sciences (provider no. PCE389). Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019 for 2 contacts hours, and is approved by the American Psychological Association to sponsor continuing education for psychologists. The Orange County Health Care Agency maintains responsibility for this program and its content.

# **QRTIPS**

This section provides monthly critical reminders in relation to CYS documentation standards.



### Dear Happy to Help,

I've been getting notes returned to me because I keep forgetting to fill in the Service minutes, Documentation minutes and travel time on the Progress Note side - ugh! Is this really necessary?

# Signed, Bad with Details

#### Dear Bad with Details.

These are additional details that are required as a result of the most recent external audit. This is the reason that we revised and implemented the new Progress Notes this past month. For those of you who use the computer, you have noticed some built-in features to help with this detail. However, those of you who continue to handwrite your notes should be sure to include this required information.

# Signed, Happy to Help

Dear Happy to Help,

I'm kind of confused by the new computer form of the Progress Note which drops the diagnosis at the top of the note. I'm not quite sure what to do with that. Signed,

Going through Changes

#### Dear Going through Changes,

We have been having some productive discussions on what to do with that feature! **Yes, it is optional to use this feature.** I want to lay out a sample note to show you how it can be a helpful feature:

#### [SAMPLE]

Stand alone info.... "Client is a 16 year old, Latino male with ADHD and oppositional defiance resulting in school failure and impaired peer and family relationships."

(S) Diagnosis treated today: 313.81. Client reported getting into a fight at school resulting in being suspended for several days. Parent reported that client is verbally aggressive toward parents and siblings.

- (I) Met with client and his mother for family therapy. Explored situation leading up to client getting in fight. Explored client's openness to using problem solving strategies to avoid such incidents in the future. Encouraged client to recognize triggers for his anger both at home and at school with parent's participation. Also affirmed parental response of limit-setting and consequences with client and client's effort to accept limits set by parent.
- (R) Client was generally cooperative. He participated in session actively with parent. He appeared to be genuinely regretful of his actions and expressed wanting to avoid future acting out.
- (O)Client is making slow progress on his goal of decreasing incidents of acting out but is making good progress in accepting parental consequences.
- (P) Plan to meet with client next week and to continue to work on problem-solving and anger management skills.

### Signature of clinician

I hope you can see from this SAMPLE how the stand alone information is different than the (S)....and how the diagnosis can help you remember to comment on what problems or symptoms need to be addressed that day. It is important to keep in mind that what you write in the (S) needs to support the medical necessity for treatment of your client.

Signed Happy to Help